

Enterprise Incident Report January 2012

As of 2/23/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Board of Pardons and Parole	Application Services	Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 2	0 0	2 2
		Tammy Black	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 2	1 0	4 2
	Metro C Help Desk	Cliff Jensen	1 1	5 5	0 0	6 6
		Reed Stohel	0 0	9 5	0 0	9 5
		Ross Owen	0 0	4 4	0 0	4 4
		Assigned to Individual Total	1 1	18 14	0 0	19 15
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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		High	Low	Medium	FCR Total
Board of Pardons and Parole	Assigned Group Total	1	23	1	25
		1	16	0	17
Customer Company Total		1	23	1	25
		1	16	0	17

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Board of Pardons and Parole	Application Services	Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Tammy Black	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Metro C Help Desk	Cliff Jensen	1 0	5 0	0 0	6 0
		Reed Stohel	0 0	9 1	0 0	9 1
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	1 0	18 1	0 0	19 1
	Strategic Communications	Dennis Rogers	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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		High	Low	Medium	MIR Total
Board of Pardons and Parole	Assigned Group Total	1 0	23 1	1 0	25 1
Customer Company Total		1 0	23 1	1 0	25 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Board of Pardons and Parole	Application Services	Paul Lundell	0 0.00	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	0 0.00	1 0.43	0 0.00	1 0.43
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.00	0 0.00	2 0.00
		Tammy Black	0 0.00	1 0.00	1 0.15	2 0.08
		Assigned to Individual Total	0 0.00	3 0.00	1 0.15	4 0.04
	Metro C Help Desk	Cliff Jensen	1 0.00	5 0.00	0 0.00	6 0.00
		Reed Stohel	0 0.00	9 0.23	0 0.00	9 0.23
		Ross Owen	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	1 0.00	18 0.12	0 0.00	19 0.11
	Strategic Communications	Dennis Rogers	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00

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		High	Low	Medium	ATTIR Total
Board of Pardons and Parole	Assigned Group Total	1 0.00	23 0.11	1 0.15	25 0.11
Customer Company Total		1 0.00	23 0.11	1 0.15	25 0.11

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Board of Pardons and Parole	Application Services	Paul Lundell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Chad D Fowers	0 0	2 0	0 0	2 0
		Tammy Black	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Metro C Help Desk	Cliff Jensen	1 0	5 0	0 0	6 0
		Reed Stohel	0 0	9 0	0 0	9 0
		Ross Owen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	1 0	18 0	0 0	19 0
	Strategic Communications	Dennis Rogers	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

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		High	Low	Medium	MR Total
Board of Pardons and Parole	Assigned Group Total	10	231	10	251
Customer Company Total		10	231	10	251

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Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Board of Pardons and Parole	Application Services	Paul Lundell	0 0.00	1 0.43	0 0.00	1 0.43
		Assigned to Individual Total	0 0.00	1 0.43	0 0.00	1 0.43
	Metro C Desktop Support	Chad D Fowers	0 0.00	2 0.00	0 0.00	2 0.00
		Tammy Black	0 0.00	1 0.00	1 0.94	2 0.47
		Assigned to Individual Total	0 0.00	3 0.00	1 0.94	4 0.24
	Metro C Help Desk	Cliff Jensen	1 0.00	5 0.00	0 0.00	6 0.00
		Reed Stohel	0 0.00	9 0.25	0 0.00	9 0.25
		Ross Owen	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	1 0.00	18 0.13	0 0.00	19 0.12
	Strategic Communications	Dennis Rogers	0 0.00	1 7.39	0 0.00	1 7.39
		Assigned to Individual Total	0 0.00	1 7.39	0 0.00	1 7.39

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		High	Low	Medium	ATTR Total
Board of Pardons and Parole	Assigned Group Total	1 0.00	23 0.44	1 0.94	25 0.44
Customer Company Total		1 0.00	23 0.44	1 0.94	25 0.44

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Detail

INC000000439587	Dave Franchina	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000439603	Kym Chaplin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000440025	Melissa Stapley	Application	Reporting	Offender Tracking		TIR Missed: No	0.03
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.03
INC000000441794	Clark A Harms	None	None	Microsoft Office		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000442083	Jesse Gallegos	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000442891	Dave Franchina	Application	None	None		TIR Missed: No	0.58
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.79
INC000000443201	Dave Franchina	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000444460	Kym Chaplin	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000444463	Bob Yeates	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000444855	Julie K Brown	None	None	Novell GroupWise		TIR Missed: No	0.43
	Application Services	Paul Lundell	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.43
INC000000445395	Megan Flox-Lambert	Network	Error	Internet Explorer		TIR Missed: No	0.15
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Medium	Closed	TTR Missed: No	0.94
INC000000446079	Stacie Russell	Network	Error	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000447504	Dave Franchina	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000449522	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000449774	Dona Kim	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000450013	Jennifer Bartell	Application	None	Microsoft Office		TIR Missed: Yes	1.47
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	1.47

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INC000000450150	Dona Kim	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000450436	Dona Kim	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000451329	John Green	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000451440	Camie Escobar	Application	Password	Utah Department of Corrections		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000452091	John Green	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000452369	Kenneth Bingham	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000452374	Alan Walker	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000452515	Clark A Harms	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	High	Closed	TTR Missed: No	0.00
INC000000453848	Kenneth Bingham	EIS Hardware	None	None		TIR Missed: No	0.00
	Strategic Communications	Dennis Rogers	Board of Pardons and Parole	Low	Closed	TTR Missed: Yes	7.39